

## Chapter 6

### Serious Illness, Injury or Death

This chapter contains information on dealing with a serious illness, injury or death of an IMS or family member.

#### A. Be Prepared

1. In the event an IMS or a family member is hospitalized due to a serious illness or injury or dies as a result of illness, accident, homicide or suicide you will be dealing with many issues and organizations. There will be requirements to be met immediately and the time required to research reporting requirements, organizations to be notified, procedures, financial responsibility and necessary assistance will be limited. It is important that your organization is prepared to deal with the situation in a timely manner.
2. Review the requirements in Chapter 10 of the JSAT, and MILDEP publications on casualty, operations and assistance; care and disposition of remains and personal effects; and the responsibilities of a summary court officer in handling the estate. The following MILDEP publications apply:
  - a. **Army** <http://www.usapa.army.mil>
    - (1) AR 600-8-1, Army Casualty Operations/Assistance/Insurance
    - (2) AR 638-2, Care and Disposition of Remains and Disposition of Personal Effects
  - b. **Navy** <http://neds.nebt.daps.mil/>
    - (1) Public Affairs Manual
    - (2) NAVMEDCOMINST 5360.1, Descendant Affairs
  - c. **Air Force** <http://afpubs.hq.af.mil/>
    - (1) AFI 34-244, Disposition of Personal Property
    - (2) AFI 34-501, Mortuary Affairs Program
  - d. In the event of a death there are three other publications you need to be aware of. The Mortuary/Descendant Affairs and Funeral Home personnel will use one of these. They are the directories of Funeral Directors, commonly referred to as the Red, Blue and Yellow Books. These directories provide information on Death Certificates; shipment of remains world wide, as well as a listing of Funeral Homes.
3. Alignment of responsibilities on each facility will vary. The IMSO will meet with the personnel in the Patient Administration/Affairs Office; the Adjutant General (AG); the Judge Advocate General (JAG); Military Police (MP); office responsible for casualty reporting; and Mortuary/Descendant Affairs to identify areas of responsibilities and establish local procedures for dealing with each situation. Obtain copies of any checklist covering these responsibilities, i.e. Summary Court Checklist for Disposition of Personal Property.
4. Establish a Standard Operating Procedures (SOP)/Memorandum of Instruction (MOI) containing references, procedures, points of contact (POC) and checklists for obtaining the initial information on the incident; notification and reporting requirements on each type of incident; and tasks to be accomplished. Incorporate any checklist obtained from offices listed in paragraph A3 above. The SOP/MOI should also include guidelines on assistance to be provided to accompanying family members.
5. Provide an International Military Student Office (IMSO) notification roster to the Command, MP, Staff Duty Officer(s) (SDO), and Patient Administration/Affairs Office.

6. Provide IMSs with names and telephone numbers of personnel to contact in case of an emergency. This should be on a card small enough for the IMSs and their family members to carry on their person to enable them or emergency personnel to notify the appropriate individual.
7. Brief each IMS upon arrival on emergency procedures, medical eligibility, and financial responsibility.
8. Each person on the notification roster should keep a copy of the Incident Report checklist and a quick reference telephone list both at home and in the office. Insure your staff is aware of the SOP/MOI and their responsibilities and tasks to be accomplished.

## **B. Incident**

1. When you receive notification of an incident, remain calm and get all the pertinent information. Record the date and time of the notification and the name, organization, and telephone number of the individual making the notification.
2. Get the details of the incident, to include:
  - a. Name and country.
  - b. Nature of the Incident (Illness, Injury or Death).
  - c. Other Circumstances (DUI/DWI, accident, or other (specify)).
  - d. Location of incident.
  - e. Others involved in the incident/witness (name, address, and telephone number).
  - f. Description of the incident.
  - g. Action(s) taken after receiving the incident report.
    - (1) Name, position, date and time of persons notified.
    - (2) Other actions taken.
3. Keep a log of everything that occurs (including date and time of occurrence).
4. Report to the chain of command on a daily basis until the final report.

## **C. Hospitalization**

1. When an IMS is hospitalized due to illness or injury send a priority message as outlined in paragraph 10-48 and 10-80, 10-90 or 10-127, as appropriate, of the JSAT and appropriate MILDEP medical eligibility, care and administration publication (Draft AR 40-400, NAVMEDCOMINST 6320.3B, AFH 41-114). To insure that the patient's privacy is protected use only the country, FMS Case/IMET year and Work Control Number (WCN) to identify the patient.
2. If it is determined that the IMS cannot continue training and the IMS is to be returned home as soon as practical, notify the MILDEP and next training installation, if appropriate. Request disposition instructions. If the IMS is to be air evacuated, refer to paragraph 10-128 of the JSAT, which outlines authorities established by DoDI 6000.11, Patient Movement. It is important when making arrangements for the air evacuation that the right terminology is use. Identify the patient as IMET or FMS. Failure to do so could result in air evacuation being denied. Air evacuation will be provided on a reimbursable basis, unless the IMS's country has a reciprocal health care agreement with the DoD. The IMET fund-cite in the IMS's ITO will be used to defray the cost of air evacuation. Cost of air evacuation of FMS IMSs are the responsibility of the IMS, foreign government or the FMS case.
3. If an IMS is to return home via commercial air and an escort is required (medical or non- medical) contact the MILDEP. The MILDEP will coordinate with the appropriate country representative to arrange an escort. If it is determined by the medical authority that the patient requires a medical escort and country cannot provide one, arrangements will be made with the servicing medical facility to provide one. Cost of U.S. medical escorts for IMET IMS will be paid by the IMETP. Cost for U.S. medical escorts for FMS IMS will be born by the IMS or FMS case.

4. When an IMS receives emergency care or medical services from a civilian source, refer to paragraph 10-49 of the JSAT. If the IMS is admitted to a civilian hospital and in the opinion of the treating physician extensive hospitalization is anticipated, arrangements should be made to transfer the IMS to a DoD treatment facility, if feasible. Contact the nearest DoD treatment facility to obtain the name of a receiving physician and coordinate transfer of patient with the civilian and DoD facilities. The Patient Administrator at the DoD facility will assist in this action.
5. If the hospitalization of an IMS results in extensive charges (\$5,000 or more), notify the MILDEP and appropriate agencies in the change of command. Provide pertinent information, prognosis, and an estimate of charges. If the patient is an IMET IMS, the MILDEP will coordinate with DSCA for additional funds, if required.
6. When a family member of an IMS is hospitalized gather all pertinent data concerning the illness, injury or mental health which resulted in the hospitalization. Counsel the IMS on his family member's eligibility for care and financial responsibility. If it is determined that the medical condition will affect the IMS's training, has political implications, or will result in extensive medical charges (\$2,000 or more), notify the chain of command. Request disposition instructions. The IMSO may request assistance in this counseling from the Patient Administration/Affairs office of the local treatment facility.
7. Cost of hospitalization and air evacuation (only family members listed on the IMS's ITO are eligible for air evacuation) for family members are the responsibility of the IMS or foreign government. When the country has a reciprocal health care agreement with the DoD there will be no charge for hospitalization in a DoD facility, air evacuation, or attendants as outlined in DoDI 6000.11, Patient Movement.
8. Make sure the health care provider is aware of any cultural or religious requirements that will affect the patient's dietary needs or type of treatment ordered.
9. During a period of hospitalization the IMS and/or his accompanying family members may need assistance. When there are minor children involved, that assistance might be in the form of locating suitable day care while the IMS is in training or when the spouse is visiting the patient. Assistance may be required in arranging transportation to and from the hospital, whether it is to explain the taxi or bus service or arranging assistance of a sponsor in providing the transportation. Meet with the IMS and/or the spouse to identify any assistance required. The IMS and/or family members are dealing with a stressful situation without the support of their extended family in an environment that is alien to them. In many cases it is only emotional support that is required to assist them in dealing with the crisis.

#### **D. Death**

1. When the death of an IMS or family member occurs, the cause and place of death has a direct bearing on how the situation is handled. When the death takes place in a hospital (military or civilian) the situation in most cases will be easier to deal with. However, when the death is a result of an accident, suicide or homicide, on or off a military installation you will be dealing with civil or military law enforcement authorities and sometimes both, autopsy of the remains, and investigations. Embassy personnel will require reports on the circumstances leading to the death. It is important that you get all the details and keep a journal on events as they take place.
2. When notified of the death of an IMS or family member, get as many of the details as known at the time. Report the death to the appropriate MILDEP immediately in accordance with paragraphs 10-11 and 10-60, 10-114 or 10-127, as appropriate. The MILDEP will notify the foreign attaché, public affairs office, SAO, and others as appropriate. The initial notification can be accomplished via telephone or Email, followed by an official casualty report in accordance with MILDEP regulations. The report will include:

- a. IMS's or family member's IMS sponsor's ITO number and date, WCN, IMET year or FMS case designator, and country.
  - b. Request for instructions for the disposition of remains.
  - c. Request for permission to perform autopsy if required.
  - d. Identification and location of next of kin (NOK) if available, unless the NOK is present.
3. If the next of kin (NOK) is not present at the time of death, notification will be made by:
  - a. The IMSO, accompanied by a student of the IMS's country if available and/or a chaplain of the student's religious persuasion or,
  - b. If the NOK is in the home country, the SAO will notify the country representative so that notification will be made in accordance with the country's customs.
4. The MILDEP will obtain disposition instructions for the remains. No memorial service or preparation of the remains should be made until receipt of disposition instructions.
5. An individual will be appointed by the cognizant activity to handle the deceased IMS's affairs. If the NOK is not present, you will need to obtain a Power of Attorney from the NOK through either the SAO or the Embassy. This individual will be placed on Summary Court Officer orders. Duties will include, but not be limited to, obtaining final payment IMET living allowances, settling valid debts, collecting other moneys due, closing bank accounts, disposing of an automobile, collecting mail, inventorying and shipment of personal effects. To close bank accounts, a copy of the Summary Court Officer Orders, Power of Attorney and Death Certificate will be required. Develop any film; review all items to insure nothing offensive to the NOK is included. Inventory all items that were disposed of. Have the items cleaned before returning any item of clothing or personal effects of the deceased that may have blood on them. In accordance with the JSAT personal effects will be forwarded with a copy of the inventory to the SAO for release to the NOK, if NOK has not accompanied the IMS. Valuables such as wallet, jewelry, watches, etc. should be send via registered mail. Cost of shipment of personal effects for IMET IMS is properly chargeable to the IMET funds.
6. When the local civil authorities in the case of an accident (when it is required to rule out death by violence) have ordered an autopsy, suicide, homicide or death due to unknown causes, permission must be requested. Autopsy should not be performed until receipt of permission, however, in most cases, there will be no choice whether or not permission is granted. The autopsy should be performed by the Medical Examiner with jurisdiction over the location where death occurred. Although it is the tendency to have the remains sent to the nearest military medical facility for the autopsy, that facility may not have jurisdiction and authority to perform the procedure, thereby delaying the receipt of death certificate and arrangements for the return of the remains to home country.
7. It may be required that an official representative of the country seals the casket. When this occurs, coordinate with the Embassy. They may instruct you to have the remains shipped to the city where the official representative is located for the sealing to take place, or ask that the Funeral Home funds the official to come to the local funeral home to seal the casket. In many instances, neither of these guidelines may be acceptable. If the remains are shipped to the location of the representative it will add one or two days to the time from death to return of the remains. Many Funeral Homes will not fund this requirement. The official representative may designate the person authorized to seal the casket to serve as the escort for the remains. This action will meet two requirements.
8. The training installation with cognizance of the IMS will coordinate the preparation and transportation of the remains in accordance with disposition instructions. The home country's local requirements, customs and IMS's religious customs should be met where possible. In most cases, the Directory of Funeral Directors will have the appropriate shipment instructions, however there may not be guidance in the directory for some of countries that were under the control of the former Soviet Union. Contact

the Embassy and request guidance. Some countries may not use the guidance list under Russia: as an example, Moldova uses the same shipment criteria as Romania.

9. The IMS's embassy may opt to send a representative to assist in making arrangement and/or investigate the circumstance surrounding the death. Provide assistance to the representative to include reservations with post/base billeting, meeting the flight and making appointments. If the representative has a checklist of requirements for preparation and shipment of the remains, compare that list with the one being used by the Funeral Home to eliminate any duplication of effort.
10. Provide a copy of the Death Certificate to the SAO, Embassy and MILDEP. The SAO will need the Death Certificate to obtain permission for the remains to be buried and shipped to the country. The SAO will also provide the name of the receiving Funeral Home, name and telephone number of individual to meet the remains. These actions must be accomplished before transportation arrangement can be made. In some cases, certification that remains are free of communicable disease and a Certificate of Embalming will be required. These documents will be furnished by the Funeral Home.
11. If an escort is desired, the official representative of the country concerned may designate a staff member or IMS to accompany the remains. U.S. personnel are not authorized for escort assignments. Per Diem and travel costs of the escort accompanying the remains of an IMET IMS within the United States are chargeable to IMET funds. Travel and transportation of expenses for escorts accompanying the remains of an FMS or Professional Military Education Exchange (PME) IMS and overseas travel of an escort for an IMET IMS will be borne by the foreign government concerned.
12. When transportation arrangements have been made, notify the MILDEP, Embassy, and SAO of the itinerary. When the remains must be transferred from one flight to another, include the SAO of the country where transfer is to be made and coordinate with the Embassy for the country's attaché in the country of transfer to be present for the transfer. If at all possible the SAO in the country of transfer should also be present for the transfer. The SAO of the country of destination will coordinate with the country officials to meet the remains. The SAO or a member of the SAO staff should also meet the remains and attend funeral service. The IMS's passport must accompany the remains, either with the escort that will be with the remains upon arrival in the home country, or the airline officials.
13. There have been occurrences when civil conflict, conflict between countries, or death due to a communicable disease prevented the return of remains to the home country. In the event you encounter this situation immediately notify the MILDEP. The MILDEP will arrange for the embassy to fund the purchase of a cemetery plot and cost of internment or will obtain permission from DSCA to utilize moneys from a FMS case for that purpose. The use of IMET funds for this purpose is not authorized. If the MILDEP the IMS was training with does not have a FMS case with the home country, check with other MILDEPs to see if home country has a FMS case that can be used to pay for the cemetery plot and internment. If these actions do not resolve the situation the MILDEP will contact DSCA for resolution.
14. Assistance of the installation mortuary officer will be provided when the foreign government of a FMS IMS or the IMS sponsor of a deceased family member so desires. The mortuary officer will, without charge and as a matter of courtesy, negotiate with a civilian mortuary on behalf of the foreign government or IMS for the preparation of the remains for burial or shipment.
15. If your installation is located in a small town without access to major airlines and mortuaries with experience in international shipment of remains, it may be necessary to have the remains transported to the nearest town/city that can provide the required services.
16. Financial Responsibility

- a. IMET – Cost of preparation of the remains will be charged to the fund-cite in the IMS's ITO. The fund-cite in the IMS's ITO will be utilized to pay for return transportation to the home country for countries for which travel cost is defrayed from IMET funds. For transportation to a country, which defrays all or part of the IMS's travel costs, the country concerned must arrange and pay for that portion. The country concerned must arrange and pay for that portion either through the Country Liaison Officer (CLO) or the official foreign government representative. Cost of autopsy is properly chargeable to the fund-cite. Cost for purchase of a cemetery plot or internment charges are not properly charged to IMET funds.
  - b. Expenses involved in the death of FMS IMSs are the responsibility of the foreign government.
  - c. Expenses involved in the death of IMS's family members are the responsibility of the IMS or the foreign government.
17. When family members have accompanied the IMS, assistance should be provided to them in dealing with arrangements for return home, and decisions necessary for return of the remains. If possible, an IMS from the same country, an IMS that speaks the same language and of the same religious affiliation, or an U.S. military member, family member or sponsor who can communicate with or translate for the spouse should be made available to assist in making necessary decisions. The IMSO will assist in making necessary arrangements for the accompanying family members to return on the same flights as the remains, if possible. This may not be possible if the family members return ticket is on a different airline; however arrangements as close as possible should be made.
18. The death of an IMS or family member is a very stressful and emotional situation for the IMS/family members, fellow students (both International and U.S.), and the IMSO staff. These individuals will be afforded consideration and treated with dignity and respect. You may want to arrange for a Crisis Management/Stress Debrief Team to meet with them to help cope with the situation.
19. The Public Affairs Office of the responsible installation will handle any news releases concerning the death of an IMS.
20. The final actions will be to amend the ITO, prepare an Academic Report and the final report of the death. In addition to normal distribution of the ITO, copies will accompany the remains. The Academic Report will be prepared and distributed through normal channels. The final report will include all circumstance surrounding the IMS's death and all necessary supporting documents; for example, accident report, investigative report, medical reports, death certificate, and all correspondence, and log concerning the events and arrangements. This report will be forwarded to the MILDEP in letter format. A copy of the final report and all supporting documents will be maintained as a permanent file.
21. An investigation made by civil or military authorities will occur when death is due to an accident, suicide, homicide, or when there are no witnesses to the death. In all cases, the training installation should cooperate with the authorities during the investigation.
22. The deceased's personal effects must be secured until an inventory can be accomplished. Inventory and disposition of personal effects will be in accordance with MILDEP regulation. If an investigation into the death is in progress, any item in the personal effects that may have a bearing on the case will be turned over to the investigating office and a receipt for the item will be obtained.
23. Arrangements for other U.S. Agency-sponsored IMSs will be handled by the sponsoring agency.

## Sample Incident Report

### INCIDENT REPORT

**International Officer Student Division**  
U.S. Army Command and General Staff College  
Fort Leavenworth, Kansas 66027-1352

### NOTIFICATION

DATE/TIME

NAME, ADDRESS & PHONE NUMBER OF PERSON PROVIDING NOTIFICATION

NOTIFYING AGENCY: ☐ MP@ FLVN ☐ LVN PD ☐ COUNTY SHERIFF  
☐ CAC SDO/FOD ☐ OTHER  
IF OTHER (specify): \_\_\_\_\_

### DETAILS OF INCIDENT

NAME OF IMS INVOLVED \_\_\_\_\_ COUNTRY \_\_\_\_\_

NATURE OF INCIDENT ☐ Illness ☐ Injury ☐ Death

OTHER CIRCUMSTANCES INVOLVED ☐ DUI/DWI ☐ Other

Other (specify) \_\_\_\_\_  
LOCATION OF INCIDENT ☐ On-Post ☐ Off-Post  
Where \_\_\_\_\_

OTHERS INVOLVED IN INCIDENT/WITNESSES

NAME	ADDRESS	PHONE NUMBER
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### DESCRIPTION OF INCIDENT

### ACTION(S) TAKEN AFTER RECEIVING INCIDENT REPORT

NOTIFIED: ☐ Chief, IOSD ☐ Director of Student Affairs  
☐ Dean of Students and Administration  
Other (specify) \_\_\_\_\_

SYNOPSIS OF ACTIONS TAKEN:

DATE \_\_\_\_\_ NAME OF INDIVIDUAL RECEIVING INITIAL REPORT \_\_\_\_\_

## Sample Telephone Listing

INDIVIDUALS/AGENCY	TELEPHONE NUMBER
AG Casualty	
Airline Ticket Office	
Chaplain (Duty) (After Duty)	
Commander (List all your chain of command)	
Criminal Investigation Division/Special Investigation Division	
Funeral Home/Mortuary	
Hospital	
Judge Advocate General (JAG)	
Location of Embassy Numbers	
Military Police	
Mortuary/Descendent Affairs Office	
MILDEP (SATFA, NETSAFA, OR AFSAT) (DUSA-IA, NAVY IPO, OR SAF-IA)	
Public Affairs	
Resource Management Office	
Safety Office	
Staff Duty Officers (SDO) Post/Base SDO Organization SDO MILDEP SDO	